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**Duke, Daphne**

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**From:** Tyler, Terrance M [Terrance.Tyler@chartercom.com]  
**Sent:** Tuesday, April 27, 2010 10:47 AM  
**To:** CLECreport  
**Cc:** tallen@regstaff.sc.gov; Tyler, Terrance M  
**Subject:** CF SC\_CCO CLEC Service Quality 1st Quarter 2010  
**Attachments:** CF SC-CCO CLEC Service Quality Quarterly Rpt 1stQ 2010 NP.doc; CF SC-CCO CLEC Service Quality Quarterly Rpt 1Q10 (2).doc

As required by R. 103-614,618,619,661 and 663 attached is the Non-Proprietary and Confidential versions of the 1<sup>st</sup> quarter 2010 reports for Charter Fiberlink SC-CCO, LLC. If you have any questions regarding this reporting please contact me directly at the number listed below.

Thanks

Terry Tyler  
314-543-2437

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# NON-PROPRIETARY

## SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT SOUTH CAROLINA OPERATIONS

COMPANY NAME

Charter Fiberlink SC-CCO, LLC

QUARTER / YEAR

1st Q / 2010

Month:

Jan

Feb

Mar

Number of Customer Access Lines

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Trouble Reports / Access Line (%)

\_\_\_\_\_%

\_\_\_\_\_%

\_\_\_\_\_%

Customer Out of Service Clearing Times (%)

\_\_\_\_\_%

\_\_\_\_\_%

\_\_\_\_\_%

New Installs Completed w/in 5 Days (%)

\_\_\_\_\_%

\_\_\_\_\_%

\_\_\_\_\_%

Commitments Fulfilled (%)

\_\_\_\_\_%

\_\_\_\_\_%

\_\_\_\_\_%

Comments / Explanations: \_\_\_\_\_

\_\_\_\_\_

Person Making Report / Contact Information: Betty J. Sanders, Director Regulatory Affairs, email: CFL.Regulatory@chartercom.com, ph: 314-288-3259, fax: 314-288-3555